

## Maybank2u and MAE - FPX, Transfer and Win Promotional Campaign Terms & Conditions

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Maybank2u and MAE - FPX, Transfer and Win Promotional Campaign (“**Campaign**”) is organised by Malayan Banking Berhad (Registration No.: 196001000142) (“**Maybank**”) and shall be subjected to the Terms and Conditions herein. By participating in this Campaign, the Eligible Customers (as defined in Clause 1 below) hereby expressly agree to be bound by these Terms and Conditions and any decisions made by Maybank in respect of the Campaign shall be final and binding.

### 1.0 Eligibility

- a) This Campaign is open to individuals who have active Maybank2u (M2U) ID/account (including Maybank Anytime Everywhere (“**MAE**”) customers) who perform any of the eligible transactions (as stated in the column marked ‘Type of Eligible Transactions’ of the table in Clause 2.0 (“**Eligible Transactions**”) through Maybank2u website, M2U MY app (version 8.6 and above), and MAE by Maybank2u (version 1.3 and above) (“**Eligible Platforms**”).
  - i. Customer may check the app version of MAE by Maybank2u and M2U MY app via Apple App Store, Huawei App Gallery and/or Google Play Store.
- b) This Campaign is open to individuals who are eighteen (18) years of age and above with valid identification documents. For individuals below the age of eighteen (18) years (“**Minor**”), they must obtain the consent of their parents and/or legal guardian in order to participate in this Campaign. The use of the MAE app and MAE account is an acknowledgement to Maybank that the Minor has obtained the prior consent of his or her parents and/or legal guardian. These Terms and Conditions will be applicable to their parents and/or legal guardian in substitution of the applicability of this Terms and Conditions on the Minor.
- c) All individual customers who have fulfilled the above criteria and have carried out successful Eligible Transaction(s) will hereinafter be referred to as “**Eligible Customers**”. Eligible Customers would be automatically eligible to participate in this Campaign.

### 2.0 Campaign Mechanics and Conditions

- a) This Campaign will commence on 22<sup>nd</sup> June 2022, at 00:00:00 AM (MYT) and ends on 31<sup>st</sup> October 2022, at 11:59:59PM (MYT) [both dates inclusive] (“**Campaign Period**”).
- b) Eligible Customers are required to perform any of the Eligible Transactions via any of the Eligible Platforms with a **minimum spend of RM10.00** to earn entries to stand a chance to win the Prize (as defined in **Clause 2(c)**).

- c) During the Campaign Period, Eligible Customers can earn entries by performing the Eligible Transactions as stipulated below:

No.	Eligible Platforms	Maybank2u web, M2U MY app, or MAE by Maybank2u		
	Prize	RM1,000 Shopee voucher for each 137 unique winners for the entire Campaign Period (“Prize”)		
	Eligible Transactions	Minimum qualifying purchase	Entries earned	Maximum entries
1	At least one (1) DuitNow transfer	RM10.00	One (1) entry per Eligible Transaction.  <i>Capped at five (5) entries to the same recipient for the entire Campaign Period.</i>	Twenty (20) entries per Eligible Customer daily  <i>Entries earned can be from a combination of Eligible Transactions.</i>
2	At least one (1) Transfer to a Maybank account	RM10.00	One (1) entry per Eligible Transaction.  <i>Capped at five (5) entries to the same recipient for the entire Campaign Period.</i>	
3	At least one (1) Transfer to a non-Maybank account	RM10.00	One (1) entry per Eligible Transaction.  <i>Capped at five (5) entries to the same recipient for the entire Campaign Period.</i>	
4	At least one (1) Maybank loan and Maybank credit card repayment	RM10.00	One (1) entry per Eligible Transaction.  <i>Splitting of loan bill or credit card bill is not eligible.</i>	
5	At least one (1) FPX transaction via Maybank2u	RM10.00	One (1) entry per Eligible Transaction.	
6	First time registering DuitNow ID with Maybank	-	Only ten (10) entries upon successful registration of Duitnow ID.	Ten (10) entries per Eligible Customer throughout the entire Campaign Period.

- d) Only payment made via a valid Maybank Current Account or Savings Account and through the Eligible Platforms (as stated in Clause 1.0(a)) during the Campaign Period will be deemed eligible.
- i. Future/advanced payments that occurs through the Eligible Platforms after the Campaign Period will not be eligible.

Examples:

Scenario		Eligible entries upon Eligible Transaction
a	Thirty (30) Eligible Transactions made within 5 July 2022 during the Campaign Period, funded from a Maybank savings account	Only twenty (20) entries will be deemed eligible on 5 July 2022.
b	Three (3) times prepaid reload of RM30.00 to any telcos during Campaign Period, funded from a credit card	No entries as the transaction does not satisfy the requirements of an 'Eligible Transaction' as per Clause 2(c) and (d).
c	One (1) time DuitNow transfer of RM5.00 to a phone number during the Campaign Period, funded from a Maybank current account	No entries as the transaction does not satisfy the minimum spend requirements of an 'Eligible Transaction' as per Clause 2(c).

### 3.0 Prize Fulfilment

- a) Maybank reserves the right to substitute the RM1,000 Shopee voucher (“Prize”) with any other item(s) of similar market value at its reasonable discretion with twenty-one (21) calendar days’ prior notice to the Winners which will be communicated on Maybank2u website and/or other platforms deemed appropriate by Maybank.

- b) Eligible Customers that have performed Eligible Transactions will be selected as Winner(s) as below:

Winners selection	Winners will be randomly selected by using a randomiser based on the entries earned during the Campaign Period (“Winner(s)”)
Winner quantity	A total of random 137 unique and eligible Winners for the entire Campaign Period.

- c) Winners will be selected after the Campaign Period and will be announced within ninety (90) days after the Campaign Period.

Status	Dates
Prize fulfilment	Before 29 January 2023
Winners announcement	On / Before 30 January 2023

- d) In the event that the Winner fails to comply with any Terms and Conditions of this Campaign, Maybank reserves the right to forfeit the Prize.

- e) All Winners' names and their phone number (last 4 digits) will be published on Maybank’s official Facebook page and/or the Campaign’s promotional page on [www.maybank2u.com.my](http://www.maybank2u.com.my) and/or any other method of communication that Maybank may deem appropriate.

- f) All Shopee vouchers code would be emailed directly into the Winner's registered email address with Maybank2u within 90 days after the Campaign Period.
  - i. Winners will be informed via the push notification from the MAE app and their Inbox on the Maybank2u website to check their email inbox which they have registered with the Bank.
- g) Maybank reserves the right to request for documentation or proof of identification, age, and place of residence of any of the Winners and Maybank reserves the right to contact the Winners with regards to any relatable campaign which might take place in the future.
- h) Maybank will not ask for any banking details such as credit card/debit card number and bank Transaction Authorization Code (TAC), account password, PIN or one-time password (OTP) from the Winners to claim the Prize or for any reason. The Winners acknowledge and agree that Maybank reserves the rights to disqualify their participation in this Campaign or clawback any Prize from the Winners if:
  - i. the Winner is found or suspected of tampering with the Campaign Mechanics or the operation of the Campaign;
  - ii. the Winner is found or suspected of undertaking fraudulent activities or other activities that are harmful to the Campaign; or
  - iii. the Winner is in breach of his or her obligations or any Terms and Conditions of this Campaign. Notwithstanding the above, Maybank reserves the right to reject any participation or the Winners at its reasonable discretion without assigning any reasons.
- i) The Shopee vouchers are subjected to the terms and conditions imposed by Shopee. The terms and conditions relating to the use of the Shopee vouchers are subject to change by Shopee. For avoidance of doubt, Maybank is not liable or responsible for any of the Shopee Terms and Conditions. In the event of a dispute relating to the Shopee vouchers, the Eligible Customer is to deal directly with Shopee.
  - a. Shopee vouchers are valid for use until the date specified on the respective Shopee vouchers. If Shopee vouchers are still unused after the validity date stated on the Shopee vouchers, Maybank will not be responsible for the extension of the validity nor replacement of the said Shopee voucher(s) and will not refund or reimburse any monies for the unused portion should the Winner not fully utilise the said Shopee voucher(s).
- j) Maybank will NOT provide any replacement or substitute Shopee vouchers if the Winner rejects the Shopee vouchers sent and /or request for alternative option(s).
- k) Shopee vouchers awarded to Winners are non-transferrable and non-exchangeable for cash or other kinds, whether in part or in full.

#### **4.0 General Terms and Conditions**

- 4.1 Maybank shall not be responsible or held liable in respect of technical failures of any kind whatsoever, intervention, interruptions, and/or electronic or human errors in the administration and/or processing of the transaction performed via the MAE app, M2U app, Maybank2u Biz, Maybank2u, or Maybank2e provided the same is not caused by Maybank.
- 4.2 Maybank reserves the right to withdraw, cancel, suspend, extend or terminate this Campaign earlier in whole or in part and reserves the right to modify any of the terms and conditions contained herein, from time to time by giving at least minimum of twenty one (21) days (“day” shall have the same meaning as calendar day), prior notice thereof, the notice of which shall be posted through the Maybank2u website at [www.maybank2u.com.my](http://www.maybank2u.com.my) or through any other channel determined by Maybank. It shall be the responsibility of the Eligible Customers to be informed of or otherwise seek out any such notice validly posted.
- 4.3 By participating in this Campaign, Eligible Customers agree to access the Maybank2u website at [www.maybank2u.com.my](http://www.maybank2u.com.my) on a regular basis to view the terms and conditions herein and seek clarification from Maybank should any of the Terms & Conditions be not fully understood.
- 4.4 By participating in this Campaign, Eligible Customers agree to be bound by the Terms and Conditions herein and agree and consent to allow his/her personal data being collected, processed and used by Maybank in accordance with the Maybank Privacy Statement, which may be viewed on [www.maybank2u.com.my](http://www.maybank2u.com.my) (“Maybank’s Privacy Statement”) and the Personal Data Protection Act 2010 (PDPA) Form for Individual Customers.

In addition and without prejudice to the terms in the Maybank’s Privacy Statement and the Personal Data Protection Act 2010 (PDPA) Form for Individual Customers, Eligible Customers agree and consent to his/her personal data or information being collected, processed and used by Maybank for:

- a) the purposes of the Campaign; and
  - b) marketing and promotional activities conducted by Maybank, including but not limited to any form of advertising or publicity media and materials such as audio and/or visual recordings published through newspapers, television networks, radio stations or online and digital media and on the Internet. Marketing and promotion activities include without limitation the use and/or publication of any details provided in and/or in connection to the entries, interviews material as well responses and related photographs. In this regard, Eligible Customers agree to co-operate and participate in all advertising and publicity activities of Maybank in relation to the Campaign.
- 4.5 Maybank and its officers, servants, employees, representatives and/or agents (including without limitation, any third party service providers engaged by Maybank for the purposes of this Campaign) shall not be liable to Eligible Customers in this Campaign for any direct, indirect, special or consequential loss or damage (including but not limited to, loss of income, profits or goodwill) arising from or in connection with this Campaign unless caused by the any gross negligence or omission by Maybank.
- 4.6 Maybank shall not be liable for any default of its obligation under this Campaign due to any force majeure events which include but not limited to act of God, war, riot, lockout, industrial action, fire, flood, drought, storm, epidemic and pandemic or any events beyond the reasonable control of Maybank.

4.7 Maybank may disqualify/reject any Eligible Customer who does not comply with the terms and conditions stated herein and/or are found or suspected to be tampering with the Campaign and/or its process or the operations of this Campaign which includes fraudulent activities involving any act of deceit and/or deception and/or cheating with regards to the Campaign.

4.8 These Terms and Conditions shall be governed by the Laws of Malaysia and subject to the exclusive jurisdiction of the Courts of Malaysia.

For information, enquiries, feedback and/or complaints related to this Campaign, please contact Maybank's Customer Care hotline at 1 300 88 6688, +603 7844 3696. Alternatively for feedback and/or complaints, Eligible Customers may choose to e-mail Maybank via the feedback form at Maybank2u website [www.maybank2u.com.my](http://www.maybank2u.com.my).